

External Customer Satisfaction 2011 – 2012

Priority of Government: Strengthen the ability of state government to achieve results efficiently and effectively

Agency Priority: Provide Bold Leadership and Exceptional Service

Survey Questions:

1. The program/group provides the information I need.
2. The program's staff members are courteous and responsive to my concerns.
3. The program understands my needs.
4. The program responds promptly and meets commitments.
5. The program demonstrates integrity.
6. The program provides useful technical assistance.
7. The program adds value that supports achieving my goals.
8. The program provides opportunities to provide input into their processes.
9. Commerce is an effective funding agency (compare Commerce to other public funders).
10. Commerce has business hours that meet my needs.
11. The program provides ideas and policy leadership on issues of concern to me.

Scale:

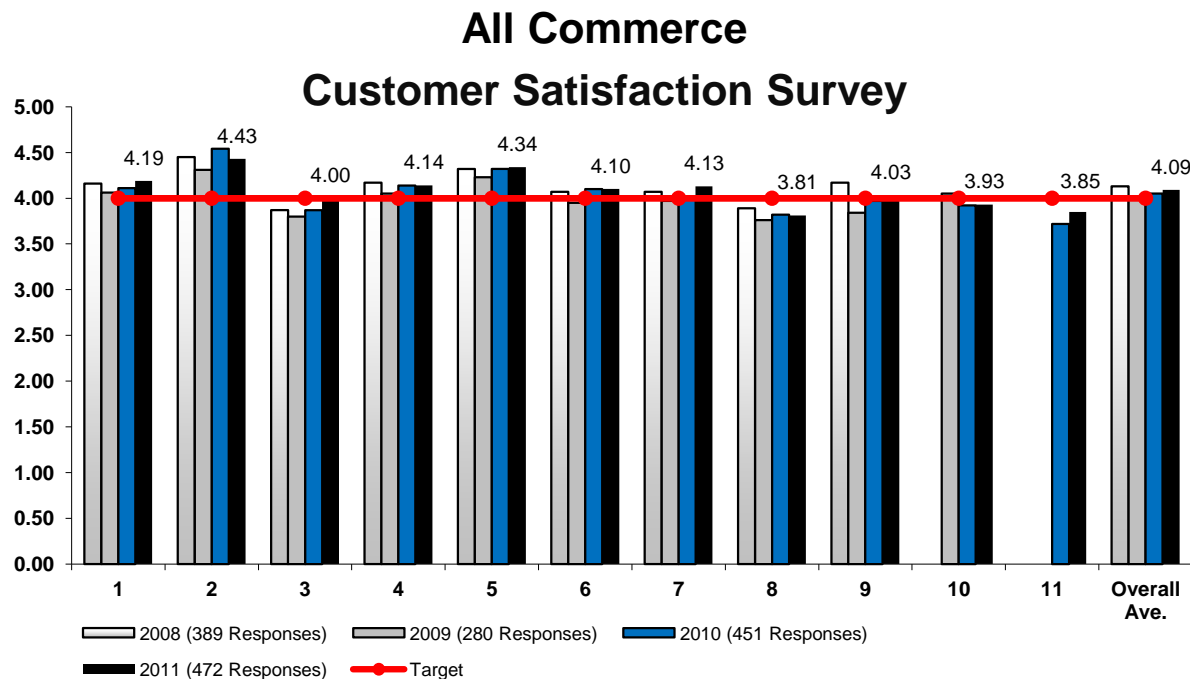
1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree

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Analysis: 2011 (472 Responses)

- 58% Community Services and Housing
- 29% Local Government and Infrastructure
- 8% Business Services
- 4% Innovation and Policy Priorities (Energy Office)
- Largest increase (4%) from 2010 on Question 7, *The program adds value that supports achieving my goals.*
- Largest decrease (-2%) on Question 2, *The program's staff members are courteous and responsive to my needs.*
- Overall, a 1% increase in the ratings
- Two areas for greatest opportunity for improvement are:
 - Question 8, *The program provides opportunities to provide input into their processes.*
 - Question 11, *The program provides ideas and policy leadership on issues of concern to me.*

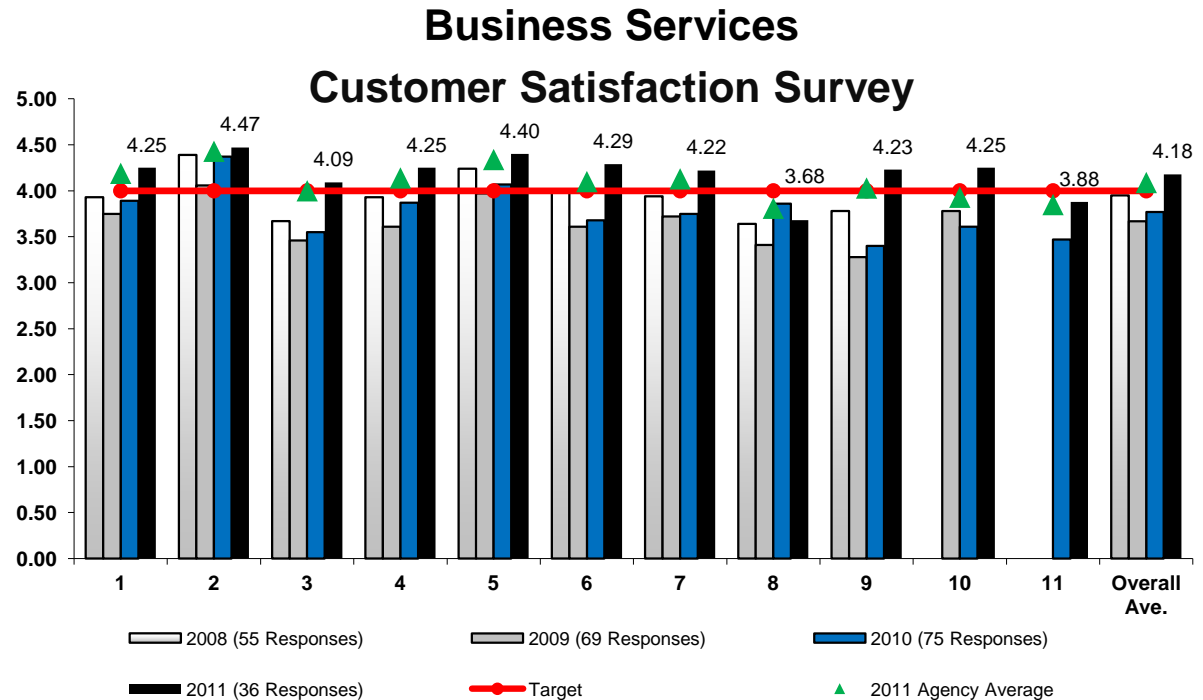


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Analysis:

- Survey was sent to 3,466 trade stakeholders (example: Association of WA Cities), 39 Associate Development Organizations, and 23 Innovation Partnership Zones
- 36 individuals responded
- Largest increase (24%) from 2010 on Question 9, *Commerce is an effective funding agency (compare Commerce to other public funders)*.
- Only decrease (-5%) on Question 8, *The program provides opportunities to provide input into their processes.*
- Overall, an 11% increase in ratings



Action Item	Lead	Due Date	Date Completed
Continue to meet individually with Associate Development Organizations, aligning network around unified performance metrics	Leigh Felton	8/30/2012	
Provide export training to Businesses and ADOs	Maury Forman Mark Calhoon	9/30/2012	
Negotiate six new Capital contracts with Innovation Partnership Zones	Jerri Smith	1/30/2012	
Continue to provide top level assistance to companies interested in exporting overseas unique business opportunities (e.g., UK and India trade missions)	Mark Calhoon	Ongoing	

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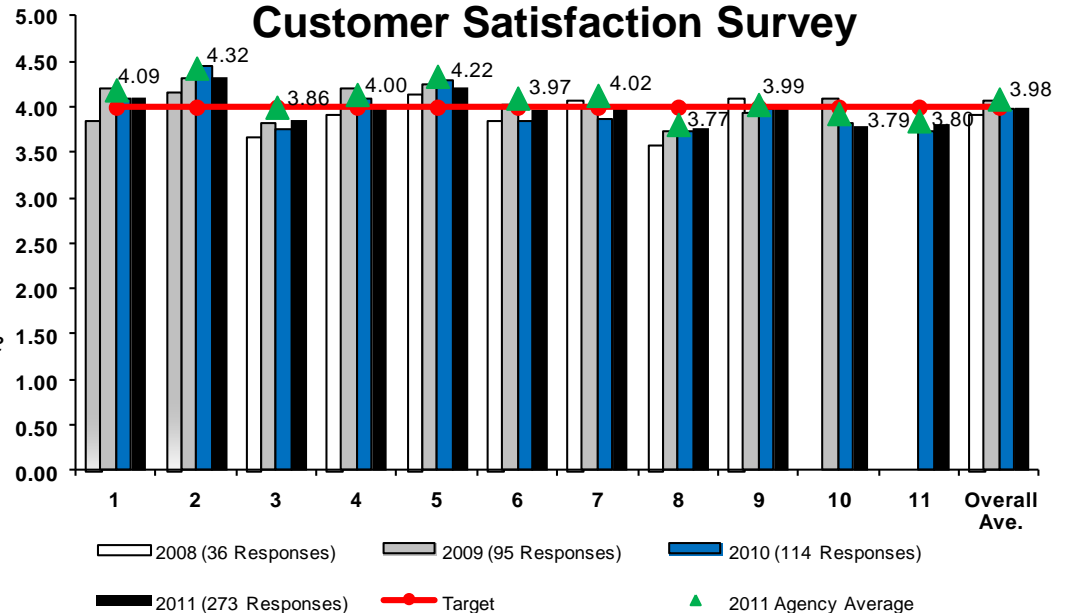
Agency Priority: Provide Bold Leadership and Exceptional Service

Analysis:

- Survey was sent to 850 housing services stakeholders/partners, 99 community economic opportunity stakeholders/partners, 295 Crime Victim Advocacy stakeholders/partners, 217 community capital facilities stakeholders/partners, 107 public safety stakeholders/partners, and 515 developmental disabilities stakeholders/partners
- 273 individuals responded
- Largest increase (4%) from 2010 on Question 7, *The program adds value that supports achieving my goals.*
- Largest decrease (-3%) on Question 2, *The program's staff members are courteous and responsive to my concerns.*
- Overall, small increase in ratings (0.25%)

Community Services and Housing

Customer Satisfaction Survey



Action Item	Lead	Due Date	Date Completed
Meet with the new chair of the Developmental Disabilities Council to develop a plan to address survey comments. Implement changes resulting from that plan.	Bill Cole	November 2012	
Revised the Affordable Housing Advisory Board Policy Advisory Team membership policies, recruit new members, and encourage broader participation by non-members	Janet Masella	October 2012	
Weatherization compliance staff set a goal of 10 day timeframe for inspection reports to improve inspection response time	Steve Payne	October 2012	

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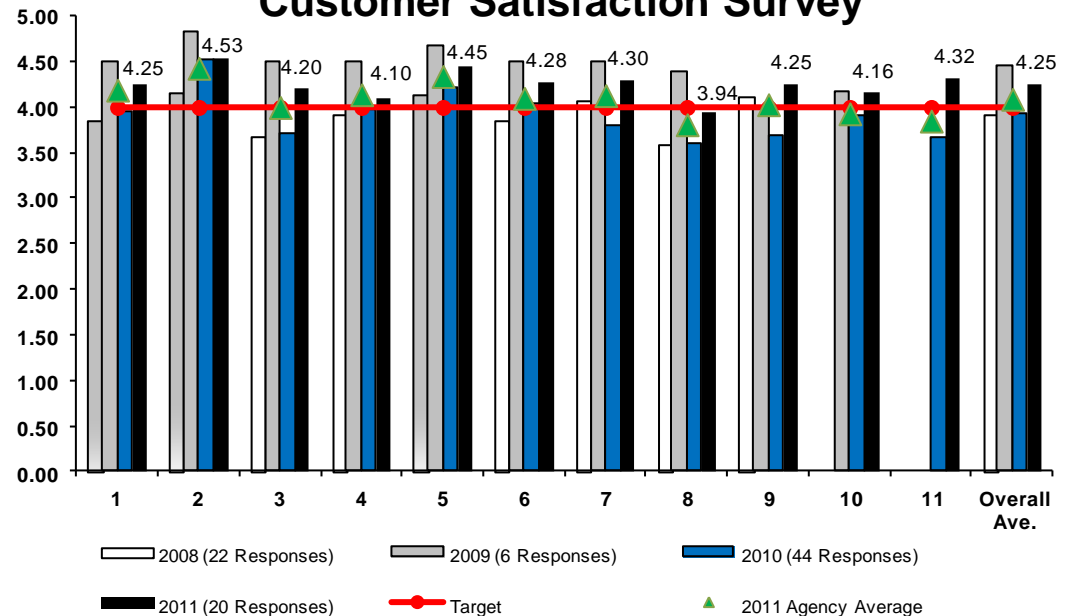
Agency Priority: Provide Bold Leadership and Exceptional Service

Analysis:

- Survey was sent to 170 stakeholders for the State Energy Strategy, 91 members of the Energy Policy listserv, and 100 sub-recipients of the Energy Efficiency and Conservation Block Grant and State Energy Program
- 21 individuals responded
- Largest increase (18%) on Question 11, *The program provides ideas and policy leadership on issues of concern to me.*
- No decreases in ratings
- Overall, an 8% increase in ratings compared to 2010

Innovation and Policy Priorities – Energy Office

Customer Satisfaction Survey



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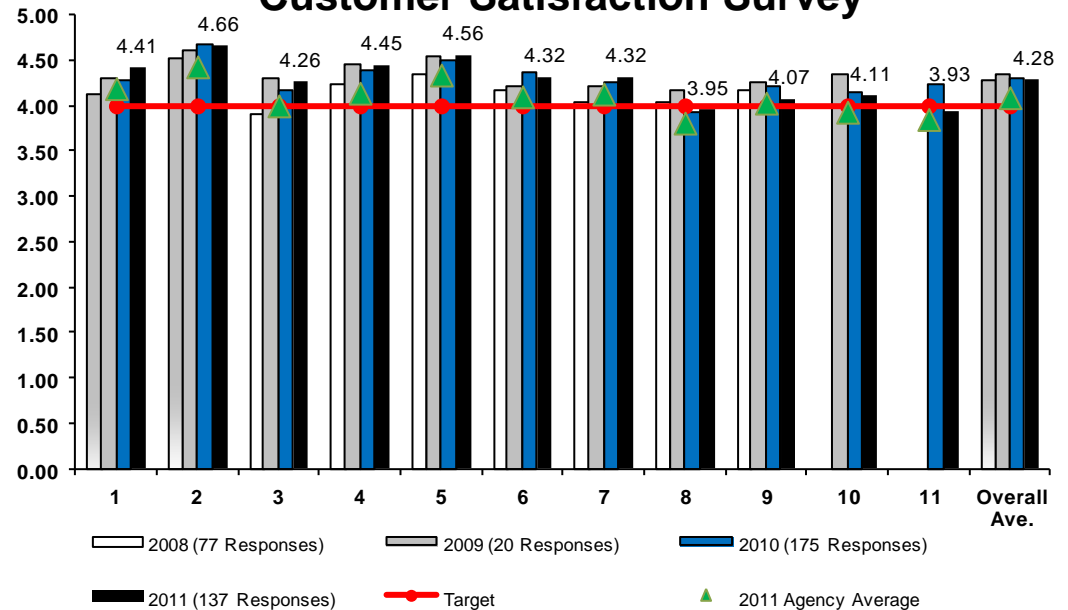
Agency Priority: Provide Bold Leadership and Exceptional Service

Analysis:

- Survey was sent to 197 city- and county-level planning directors and 700 CAU contractors (including staff of local governments, special purpose districts, and tribes who have an infrastructure contact)
- 137 individuals responded
- Largest increase (3%) on Question 1, *The program/group provides the information I need.*
- Largest decrease (-7%) on Question 11, *The program provides ideas and policy leadership on issues of concern to me.*
- Overall, slight decrease in ratings compared to 2010 (-0.2%)

Local Government and Infrastructure

Customer Satisfaction Survey



Action Item	Lead	Due Date	Date Completed
Conduct 4-5 Regional Academies for Local Government across the state. <ul style="list-style-type: none"> • Conduct outreach in each region in preparation for setting the agenda so we can address topics of particular interest to the region • Provide educational sessions and conduct listening sessions to better understand regional issues and see where we might be able to provide support 	Karen Larkin	July 2013	